

What are your rights?

- To see and get a copy of your record (with some exceptions).
- To appeal if we decide not to let you see all or some parts of your record.
- To ask for the record to be changed if you believe you see a mistake or something that is not complete.
- You must make this request in writing. We may deny your request if:
 - We did not create the entry that is wrong; or
 - the information is not part of the file we keep; or
 - the information is not part of the file that we would let you see; or
 - we believe the record is accurate and complete.
- To know to whom we have sent information about you for up to the last six years. The first request in a 12 month period is free. We may charge you for additional requests.
- To limit how we use or disclose information about you. For example – not to release information to your spouse or a particular provider agency. This must be made in writing, and we are not required to agree to the request.
- To ask that we communicate with you about medical matters in a certain way or at a certain location. This must be made in writing.
- To tell us (authorize) other releases of your personal information not described above. You may change your mind and remove the authorization at any time (in writing).
- To have a paper copy of the Notice of Privacy Practices.

- To file a complaint if you believe any of your rights have been violated. All complaints must be in writing. You will not be penalized if you file a complaint.

If you wish to exercise any of these rights, or to file a complaint, you should contact the Privacy Officer of this facility.

MISSOURI
DEPARTMENT OF
MENTAL HEALTH

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HIPAA MENTAL HEALTH
Administrative Simplification

Privacy Practices

We are required by law to follow the practices described in this pamphlet. This pamphlet is a summary of our Privacy Practices, but does not replace the full version which has been made available to you. This notice applies to personal medical/health information that we have about you, and which are kept in or by this facility. With some exceptions, we must obtain your authorization to disclose (or release) your health care information. There are some situations in which we do not have to obtain your authorization. We can use your protected health information and share it with members of our organized health care arrangement (like a community provider). Neither this pamphlet nor the full Notice of Privacy Practices covers every possible use or disclosure. If you have any questions, please contact the Privacy Officer for this facility.

Who has access to your personal information?

Medical/health information about you can be used to:

- Plan your treatment and services.
This includes releasing information to qualified professionals who work at our facility and are involved in your care or treatment. It may also include provider agencies whom we pay to provide services for you. We will only release as little as possible for them to do their jobs.
- Submit bills to your insurance, Medicaid, Medicare, or third party payers.
- Obtain approval in advance from your insurance company.
- Exchange information with Social Security, Employment Security, or Social Services.
- Measure our quality of services.
- Decide if we should offer more or fewer services to consumers.

Without your permission, we may use your personal information:

- To exchange information with other State agencies as required by law.
- To treat you in an emergency.
- To treat you when there is something that prevents us from communicating with you.
- To send you appointment reminders.
- To inform you about possible treatment options.
- For agencies involved in a disaster situation.
- For certain types of research.
- When there is a serious public health or safety threat to you or others.

Without your permission, we may use your personal information:

- As required by State, Federal, or local law. This includes investigations, audits, inspections, and licensure.
- When ordered to do so by a court.
- To communicate with law enforcement if you are a victim of a crime, involved in a crime at our facility, or you have threatened to commit a crime.
- To communicate with coroners, medical examiners, and funeral homes when necessary for them to do their jobs.
- To communicate with federal officials involved in security activities authorized by law.
- To communicate with a correctional facility if you are an inmate.

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